

CHAPTER VIII. PERFORMANCE MEASURES

To evaluate the progress of the Strategic Plan's implementation, performance measures have been developed. The City's Investing in Results system, data collection, customer satisfaction surveys, and other reporting methods will be applied. Measurements will also apply to collaborative programs. As these measures are implemented, the Office of Therapeutic Services will build a data-base of information. In addition to providing feedback on the success of each strategy, this information will guide future planning decisions.

Improve health and fitness

- Increased percentage of City's therapeutic services participants reporting improved health status (lost weight, lowered blood pressure, etc.)
- Improved fitness levels after participation in programs (increased endurance, increased weight-bearing, etc.)
- Fewer doctors' visits reported since individual participated in City's therapeutic services

Enhance independence

- Increased number of participants who have been able to live independently or in group homes
- Increased number of participants in independent living skill development programs and services

- Improved skills testing scores of participants enrolled in skills training and support groups to promote independence



"The program provides a safe and uplifting foundation in which I can grow and flourish and have an opportunity to make dreams a reality."

Improve social skills

- Increased percentage of persons with disabilities involved in community recreation, fitness, sport, and arts/culture activities
- Increased number of persons with disabilities reporting that they "made a new friend" as a result of participation in City's therapeutic services and programs

Increase self-esteem

- Increased number of persons reporting that their self-esteem improved as a result of participation in Office of Therapeutic Services programs
- Reduced anti-social behaviors (drugs, drinking, etc.) after program participation

Connect people and families with the community

- Increased number of Office of Therapeutic Services clients participating in integrated neighborhood and community recreation and park activities and family events
- Increased number of participant referrals to integrated community services
- Increased number of participants involved in groups or events related to solving community issues
- Increased opportunities for client families to participate in mainstreaming activities as a family

Provide opportunities to contribute to society

- Increased number of Office of Therapeutic Services clients involved in groups or events related to solving community issues
- Increased percent of clients volunteering in San Jose programs and services
- Increased number of clients serving on city or local community committees or boards.

Promote community integration

- Increased number of Office of Therapeutic Services clients reporting increased success mainstreaming in community programs and services
- Increased number of participants in mainstreaming program opportunities
- Increased number of persons with varied disability types participating in City's therapeutic services and programs
- Increased participant feedback on success of outreach and marketing efforts to promote community integration

Promote play, hope and joy

- Improved customer service survey ranking of play and fun as a reason for participation in program
- Increased number of Office of Therapeutic Services clients participating in community group events and festivals
- Increased participant feedback on success of outreach and marketing efforts to promote play, hope and joy